

Class 2 Student Activities

ACTIVITY 4-1

Introduction

As an effective leader, an EMS officer must be able to communicate with others. Communication skills rank directly below a person's leadership capability regarding the attributes most employers find desirable for new employees. Emergency scene communications are a critical portion of an EMS officers required skill set. The EMS Officer must be able to proficiently apply interpersonal communications through direct contact or over the radio with others during emergency situations.

Directions

Using the information presented in lesson 4 as a reference, answer the following questions.

1. List the five parts of the communication cycle

a. _____

b. _____

c. _____

d. _____

e. _____

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2. Of the five parts of the communications cycle, which part allows the participant to recognize and overcome potential barriers to effective communication?

3. What are six basic skills of effective communication? Briefly describe each.

a. _____

b. _____

c. _____

d. _____

e. _____

f. _____

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4. Listening is probably the most important communications skills described in the manual. List the five techniques that may help improve your listening skills.

- a. _____

- b. _____

- c. _____

- d. _____

Scenario 1

As an EMS officer you have been dispatched to a residential structure fire. Upon arrival the Incident Commander (IC) assigns your unit, by radio, to setup the rehab group and while keeping Command apprised of your progress.

5. In this example who is the sender?

6. What are the main points of the message that must be communicated?

a. _____

b. _____

7. How is the message transmitted?

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8. What is the medium of the message?

9. Who is/are the receiver(s)?

10. Is feedback necessary? If required, describe what feedback would be appropriate.

Scenario 2

As an EMS officer on EMS 10 you have responded to a structure fire involving a nursing home. Upon arrival Command (Battalion 19) assigns you to set up an EMS Group. Command has informed you that the rescue company (rescue 4) is assisting a couple of folks out of the structure on side Charlie and that others should be coming out of side Delta. Command assigns you medic 4 and medic 6 to work with you. You assign medic 4 to meet rescue 4 on side Charlie and assist them with the victims.

12. In this example who is the sender?

13. What are the main points of the message?

a.

b.

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14. How is the message transmitted?

15. What is the medium of the message?

16. Who is the receiver(s)?

17. Describe the possible sources of interference that may prevent the receiver from fully receiving the message. Categorize these sources as either internal or external in nature.

a.

c.

d.

e.

18. Describe where the use of words, in the context of this scenario, might hinder the operation. What word characteristics might contribute to this?

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Activity 4-2

Chapter 4

Name _____ Date _____

The routine of the EMS station requires that certain duties or jobs be performed on a regular basis. The EMS officer, as supervisor, is responsible for the initiation, conduct and completion of these actions. EMS officers must also continually motivate their personnel to perform these tasks. To accomplish this, the EMS officer must utilize extensive interpersonal communication skills to direct the assigned personnel. The following scenarios represent typical routine station communications and assignments. Utilizing the communications skills presented in chapter 4, answer the questions that follow each of the nonemergency scenarios as they relate to the interpersonal communications skills required of a company officer.

Scenario 1

Assistant Chief McCardle has visited your station and discussed with you a change in procedures regarding the morning inspection and maintenance checks that are to be performed by all EMS personnel. She advises that these procedures supersede those currently in use. You are to convey these new procedures to your crew just prior to shift change checks next shift.

5. Who is the sender?

6. What are the main points of the message that must be communicated?

a. _____

b. _____

c. _____

7. How is the message transmitted?

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8. What is its medium of the message?

9. Who is/are the receiver(s)?

Scenario 2

As an EMS officer it is your responsibility to insure that all equipment is in a "ready" condition. A new directive regarding the procedures to be used during the change of shift inspection has been issued by the Operations Chief of the department. Prior to the shift change inspection, you gather your personnel together to instruct them about these new procedures. After reviewing them with the crew, you ask the company if there are any questions. Once all questions have been addressed, personnel are assigned to conduct their equipment and maintenance checks.

10. Who is/are the receiver(s)?

11. Who is the sender?

12. List the main points of the message that must be communicated.

a.

b.

c.

13. How is the message transmitted?

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Activity 4-2 (cont'd)

14. What is the medium that is used to convey the message?

15. Describe the possible sources of interference that may prevent the receiver from fully receiving the message. Categorize these sources as either internal or external in nature.

a.

b.

16. Is feedback necessary? If required, describe what feedback would be appropriate.
